

# Installation, Operation and Maintenance Manual

For unvented hot water cylinders with external thermal expansion



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## Range Cylinders

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See insert sheet for product-specific technical performance, specification details and lists of spare parts and approvals.



Benchmark places responsibilities on both the manufacturer and installer. The purpose is to ensure that customers are provided with the correct equipment for their needs, that the equipment is installed, commissioned and serviced in accordance with the manufacturer's instructions by competent persons and that it meets the requirements of the appropriate Building Regulations.

The Benchmark Checklist can be used to demonstrate compliance with Building Regulations and should be provided to the customer for future reference. Installers are required to carry out installation, commissioning and servicing work in accordance with the Benchmark Code of Practice which is available from the Heating and Hotwater Industry Council who manage and promote the Scheme. Visit [www.benchmark.org.uk](http://www.benchmark.org.uk) for more information.

### INTRODUCTION

Range Cylinders has been manufacturing hot water products in the UK since 1904. Our associated brands - Tribune, Ultrasteel, Aerocyl, Albion and Ferham - are known for their high quality, performance and innovation. We are committed to meeting the construction industry's current and future hot water needs, whether you are an installer, merchant, specifier or a homeowner. Our extensive product portfolio includes specialised cylinders, such as heat pump cylinders and buffer tanks, and thermal batteries equipped with smart technology. Additionally, we offer a comprehensive selection of standard unvented and vented cylinders and cold water cisterns in different capacities to suit your specific applications. Plus, we offer first-class technical support for all our products.



Range Cylinders are Charter Members of the Hot Water Association and undertake to meet the requirements of the Charter Scheme:

- To supply fit for purpose products clearly and honestly described
- To supply products that meet or exceed appropriate standards and building and water regulations
- To provide pre and post technical support
- To provide a clear and concise warranty details to customers.

For further details on the Charter, please visit [www.hotwater.org.uk/hwa-charter](http://www.hotwater.org.uk/hwa-charter)

### IMPORTANT NOTE TO THE INSTALLER



Unvented cylinders are a controlled service as defined in the latest edition of the Building Regulations and should only be fitted by a competent person. You must ensure the installation complies with the current Building Regulations and/or Technical Standards Documents for England, Scotland, Wales, N Ireland or Ireland.

All installations in England & Wales must be notified to LABC directly or via your CPS for a compliance certificate.

Ensure you always read the manufacturer's instructions before commencing installation. After installation the instructions should be left for the householder for future reference.

Commissioning Checklists on page 23 must be completed and a copy submitted to Range Cylinders Ltd by emailing [cylinder.records@rangecylinders.co.uk](mailto:cylinder.records@rangecylinders.co.uk) or filling out the online form at <https://rangecylinders.info/a01>

### IMPORTANT NOTE TO THE HOMEOWNER



To activate the extended 25-year guarantee on the stainless steel inner vessel and the 2-year guarantee on parts, the **HOMEOWNER**—not the installer—**MUST** register the cylinder with Range Cylinders Ltd within one month of the cylinder's first use by emailing [cylinder.records@rangecylinders.co.uk](mailto:cylinder.records@rangecylinders.co.uk) or filling out the online form at <https://rangecylinders.info/a02>

If this registration is not completed, the guarantee will be limited to 2 years for the inner vessel and 1 year for parts, as outlined in our Terms and Conditions.

Additionally, to maintain all guarantees, records of annual servicing must be submitted to Range Cylinders Ltd every 12 months by the homeowner and all subsequent homeowners. This can be done either through our online form at <https://rangecylinders.info/a03> or by calling 0345 260 0258.

The Manufacturer: Range Cylinders Ltd is registered at 48 Thornes Lane, Wakefield, West Yorkshire, WF1 5RR. Company No: 16206043. VAT No: 485209473. We take great care to ensure that the information in this document is accurate at the time of publication. However, please note that the actual product may vary in specifications, dimensions, colour and other attributes due to factors in the manufacturing process and environmental conditions.

As part of our ongoing commitment to delivering high-quality products, we continually improve our processes, which may lead to significant changes over time. For this reason, we recommend you always seek the most up-to-date product information at the time of purchase. Unless stated otherwise, images are only for illustration and should not be considered binding.

# Your Cylinder and Its Components

## Your cylinder and its components

The unvented cylinder comes complete with the necessary fittings, safety and control devices needed to connect to the cold water mains. All have been pre-adjusted.

High quality controls have been selected to combine high flow rate performance with minimum pressure drop to make the unvented cylinder perform well in all areas, even those with poor water pressure.

See insert sheet for a list of spare parts.

## Table of components

All cylinders are supplied with installation and maintenance instructions, an inlet control set, a temperature and pressure relief valve, an acetal tundish and an external expansion vessel.

Some products are fitted with a new smart immersion heater – see the inside of the immersion heater cap to determine which type your product has.

If the water quality is aggressive, we recommend exchanging the immersion heater for a titanium element.



**Table 1:** Supplied components

	Programmable Room Thermostat	Two Channel Programmable Room Thermostat with DHW Control	Robo-kit including Heating Expansion Vessel	Sensor Pocket Retaining Bungs	Single High Limit Thermostaet	Dual Thermostat 1 Zone Heating	Two-Port Valve	Immersion Heater (Indirect)	Immersion Heater (Direct)
Indirect Pre-Plumb Models – 1 Zone		⊙	⊙	⊙		⊙	⊙	⊙	⊙
Indirect Pre-Plumb Models – 2 Zone	⊙	⊙	⊙	⊙		⊙	⊙	⊙	⊙
System Fit Indirect Pre-Plumb Models – 1 Zone & 2 Zone					⊙	⊙	⊙	⊙	⊙
Solar Indirect Pre-Plumb Models – 1 Zone		⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙
Solar Indirect Pre-Plumb Models – 2 Zone	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙
Indirect Models, Slimline Indirect Models, and Indirect Horizontal Models						⊙	⊙	⊙	
Direct Models (Electric) and Slimline Direct Models (Electric)									⊙
Solar Direct Models				⊙	⊙	⊙			⊙
Solar Indirect Models				⊙	⊙	⊙	⊙	⊙	

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# Preparing to Install the Unvented Cylinder

## Storage prior to installation

The unvented cylinder should be stored in its original packaging in an upright position in an area free from excessive damp.

## Handling product

The unvented cylinder should be carried upright where possible. Assessments of risks for carrying the cylinder should be conducted. Use more than 1 person for carrying where appropriate. Always follow latest guide lines for lifting techniques, to avoid injury and damage to the product.

## Water supply

The unvented cylinder operates at 3 bar and is capable of delivering 50L/min. However the performance of any unvented system is only as good as the mains water supply.

Installers should assess the maximum possible water demand, taking into consideration that both hot and cold services are supplied simultaneously from the mains.

The water supply should be checked to ensure it can meet these requirements. If necessary, consult the local water company regarding the likely pressure & flow rate availability.

If measuring the water pressure, note that a high static (no flow) mains pressure is no guarantee of good flow availability. In a domestic installation, 1.5 bar and 25 L/min. should be regarded as the minimum.

We recommend that a 22mm or ¾" cold mains pipework is used to feed the unit and ensure adequate flow rate. Consideration should be given to upgrading existing 15mm or ½" cold mains pipework to a larger size if the recommended minimum pressure/flow rate is not being achieved.

The product must only be used to store wholesome water, supplied by the public water main and in compliance with the drinking water directive EN 98/83 EC, or the latest version applicable at the time of installation. The water should not be hard or aggressive, i.e. the water chemistry shall comply with the following:

Characteristic	Permitted Levels
Total Dissolved Solids	≤ 600 mg/litre
Total Hardness	≤ 200 mg/litre
Chloride	≤ 300 mg/litre
Magnesium	≤ 10 mg/litre
Calcium	≤ 20 mg/litre
Sodium	≤ 150 mg/litre
Iron	≤ 1 mg/litre
Maximum pH	9.5
Minimum pH	6.5
Electrical Conductivity (EC) @25°C	≤ 750 uS/cm
Saturation Index (LSI) @80°C	> -1.0 to <0.8

For all installations where the quality of the mains water supply falls outside of the above specification suitable mitigation measures must be implemented by the installer.

**NOTE:** All off mains water supplies are not permitted under any circumstances.

## Electric supply

The unvented cylinder requires 240 Volt electrical supply for the immersion elements. The electrical supply to each immersion heater must be fused at 13A via a double pole isolating switch that meets the current BS Standards. The cable must be at least 2.5mm<sup>2</sup> heat resistant (85°C HOFR) sheathed flex complying to the current BS Standards.

## Siting the unit

The unvented cylinder can supply outlets above it or at some distance from it. Site the unit to minimise "dead leg" distances, especially to the point of most frequent use.

Outlets above the unvented cylinder will reduce the outlet pressure available by 0.1 bar for every 1m of height difference. The unit should be protected from frost. Particular care is needed if siting in a garage, outbuilding or loft space. All exposed pipework should be insulated. The unvented cylinder must be installed in the correct orientation i.e. vertically (unless you're using a horizontal model), on a flat base capable of supporting the weight of the cylinder when full. See technical specification insert sheet for weights. The minimum recommended cupboard size for vertical models is 750mm square, 675mm square for slimline and 900mm square for 400L and 500L models.

## Cradles

Horizontal cylinders are provided with two support cradles. One of the cradles is fitted with a locating pin - this must be fitted into the corresponding location hole at the end of the cylinder with the T&P valve. This is to ensure that the T&P valve is the highest point on the cylinder.

Position the other cradle a quarter of the way along from the opposite end.

## Access and maintenance

Ensure that the cylinder is positioned to allow for proper arrangements of the discharge pipework while avoiding electrical devices and components.

There should also be sufficient space for future inspection, maintenance and servicing of the cylinder, including the replacement of immersion heaters that are 450 mm long.

When planning for access, consider the possibility of decommissioning, removing or replacing the entire unit as may be necessary in the future.

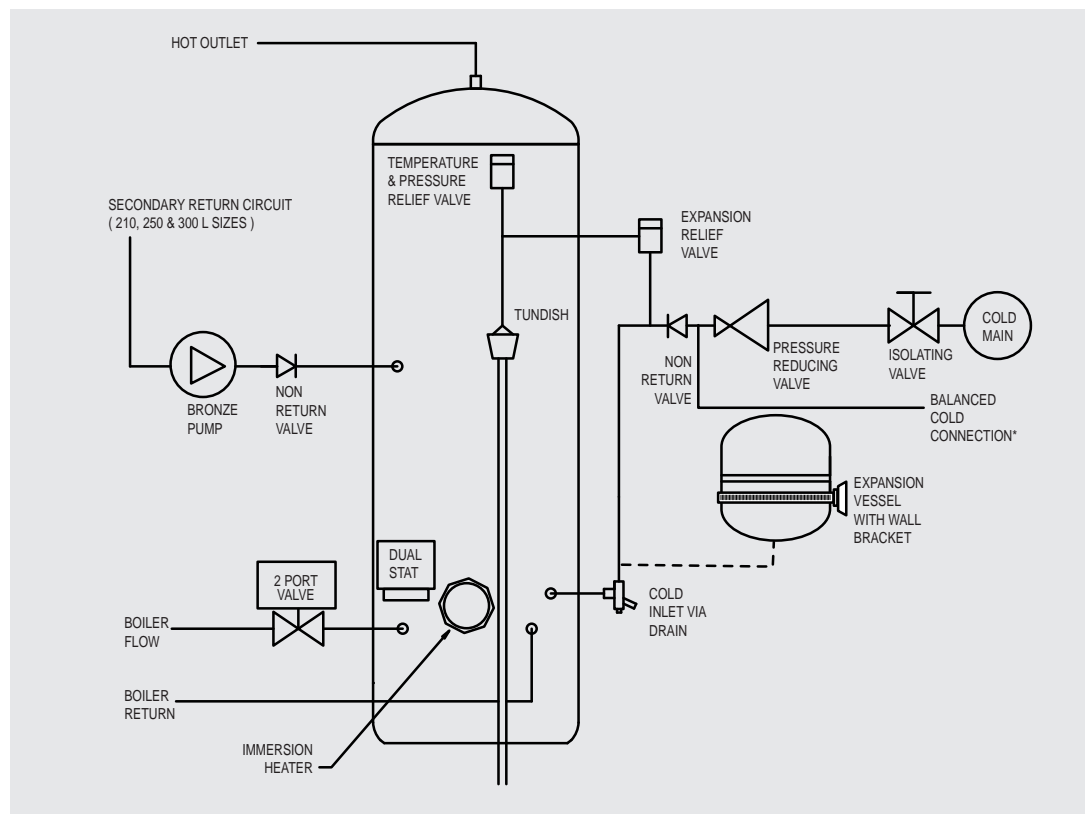
## Flushing the heating system (retrofit installations)

Part L of the 2022 Building Regulations requires all central heating systems to be cleaned and dosed with protective inhibitors whenever major works are carried out. Failure to do so will put the product guarantee at risk.

## System Schematics

### SCHEMATIC DIAGRAM

#### VERTICAL UNIT



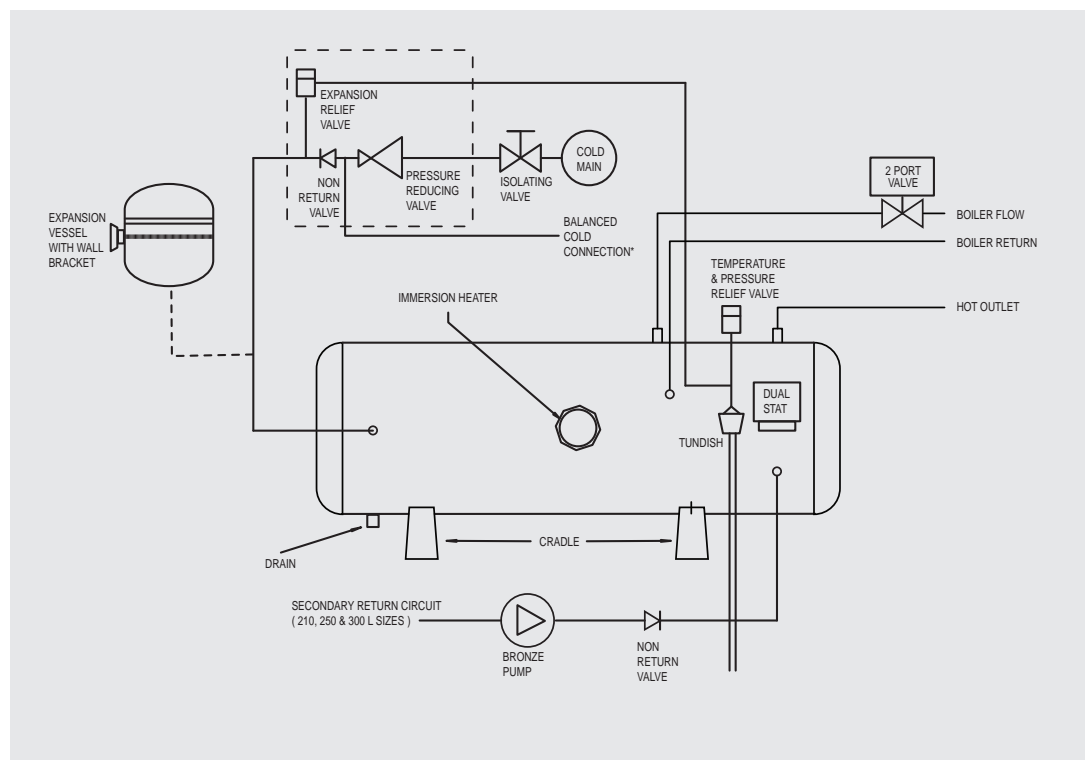
#### Notes:

The pressure reducing valve, non-return valve and expansion relief valve are combined together in the inlet control set.

\*No balanced cold on selected cylinders. Refer to insert sheet for details.

On 60 – 180 litre sizes there is no dedicated secondary return boss and the secondary return circuit should be tee'd into the cold feed pipe just above the drain elbow.

#### HORIZONTAL UNIT



#### Notes:

\*No balanced cold on selected cylinders. Refer to insert sheet for details.

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# Installation Instructions



## Cold mains pipework

Run the cold mains through the building to the place where the unvented cylinder is to be installed. Take care not to run the cold pipe near hot water or heating pipework so that the heat pick-up is minimised. Identify the cold water supply pipe and fit an isolating valve (not supplied).

We recommend using a full bore 22mm quarter turn ball valve, alternatively a 22mm stopcock can be used, however this may reduce the flow rate. **Do not** use a “screwdriver slot” or similar service valve.

For pre-plumbed units simply make the connection to the inlet control set (Position A Page 12). For standard models make the connection to the cold feed of the cylinder and incorporate a drain valve. Position the drain valve no higher than the cold inlet to ensure sufficient draining of the cylinder when required. Position the inlet control just **above** the Temperature & Pressure Relief Valve (TPRV) mounted on the side of the cylinder. This ensures that the cylinder does not have to be drained down in order to service the inlet control set. Ensure that the arrow points in the direction of the water flow.

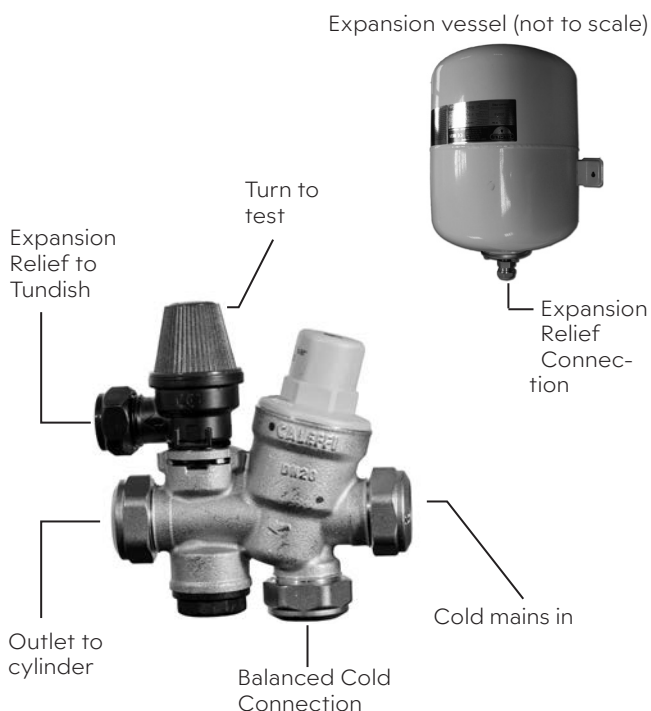
Select a suitable position for the expansion vessel. Mount it to the wall using the bracket attached to the vessel. Use suitable fittings capable of supporting full vessel weight (and with appropriate consideration to wall material). Connect the expansion vessel to the cold feed pipework between the inlet control set and the cold inlet on the cylinder. Ensure that the top of the vessel is accessible for servicing.

## Cylinder connections

All of the pipework connections on the cylinder are 22mm compression and supplied complete with gland nuts and olives, in the Accessory Kit box. Only connect 22mm BS EN1057-R250 copper tube to these connections.

Cut the tube square using a rotary tube cutter and ensure no sharp edges or burrs protrude. Slide both gland nut and olive onto the tube and push tube fully home into the connection, ensuring the tube end fully bottoms on the connection recess. Smear the outer wall of the olive with plumbing paste and tighten the gland nut in the prescribed manner. Upon filling/commissioning, ensure all connections are completely watertight, including immersion bosses and any pre-plumbed pipework if applicable.

**Note:** No control or isolation valve should be fitted between the expansion relief valve and the storage cylinder. The relief valve connections should not be used for any other purpose.





# Installation Instructions (cont.)

## Balanced connections

Where there are showers, bidets or monobloc mixing taps in the installation, these should be installed to comply with the Water Supply (Water Fittings) Regulations 1999.

If these devices have un-balanced supplies there should be single check valves installed at both inlets, to stop over-pressurisation of either supply. A balanced cold supply is necessary.

On some cylinder models the inlet control set, features a 22mm balanced cold connection, refer to the spare parts list on the insert sheet for details. This connection must be capped off if not used.

## Hot water pipework

Run the first part of the hot water distribution pipework in 22mm. This can be reduced near to the outlet to 15mm or 10mm if appropriate, for example to suit the type of tap. You should aim to keep the run length of any hot water pipework from the cylinder to outlet to a practical minimum so the time taken for the hot water to reach the outlet is as quick as possible.

Then connect the hot water pipework to the hot water draw-off on the cylinder (Position B in the diagrams on pages 11-15).

## Primary coil connections for indirect units

For Solar input models refer to the shaded box before making any connections.

Connect the primary connections using the compression connections provided. The primary circuit must be positively pumped. Gravity circulation is not suitable.

Either primary connection may be used as the primary flow; reheat times are not affected. The primary circuit can be open vented or sealed, up to a maximum pressure of 3.5 bar. If you seal the primary circuit an additional expansion vessel and safety valve is required.

Connect the two port valve into the primary flow pipework. The direction of the flow arrow should be towards the primary flow connection.

Where connecting to a boiler, the boiler can be gas, electric or oil, but must be under effective thermostatic control. Uncontrolled heat sources such as some AGAs, back boilers, solid fuel stoves, etc. are not suitable. Please contact our Technical department for guidance.

On pre-plumbed models (page 12), connect to the boiler flow and return (Positions F & G). For single zone heating systems connect the radiator circuit to Positions H & J, and with twin zone heating systems connect the second zone to Positions I & J.

**Note:** pre-plumbed models are supplied with an additional expansion vessel and safety valve for the heating circuit. Consult the boiler manufacturer's instructions to confirm sizing is suitable for the heating system and guidance on positioning.

## Solar Indirect Unvented (Twin Coil)

### Upper coil

The upper coil is connected to the fossil fuel boiler as per the instructions for the unvented indirect single coil model, with the dual stat control and high limit thermostat inserted into pocket G2 (boiler). The wiring requirements are shown on page 17.

### Lower coil: solar installation

The flow and return from the solar heat source are to be connected to the bottom coil. Either primary coil connection may be utilised as the flow or return. The solar primary circuit must have its own dedicated circulating pump, thermal and safety controls, which must be installed as per the solar manufacturer's instructions. The solar control system used must be of the solar differential control type and should be connected to the solar sensor.

The solar sensor, supplied as part of the solar controls should be inserted into Pocket G1 (boiler) and is held in-situ with the black sensor pocket retaining bung provided.

It is necessary to connect the solar pump via the overtemperature high limit cut-out (provided) to ensure the heat input to the solar coil is interrupted if the cylinder overheats. Some method to prevent thermosyphoning must also be employed. Non-return check valves in the primary flow and return pipework would be acceptable. If solar controls do not offer appropriate isolation, a two port zone valve (not supplied) can be used with the pump and high limit stat as shown on page 18.

**Note:** If it is intended to fit a cylinder with a solar coil to be used at a later date, the two coils should be connected in series to make use of the solar coil, using the dual stat in Pocket G2 (boiler), as shown in the diagrams on pages 14-15.

The Domestic Heating Compliance Guide document L1A and L1B provides excellent advice in sizing both cylinder dedicated solar areas and heat exchangers to the surface area of the solar collectors. Using this guide we are able to offer sizing advice for specification.

Consult all details of the compliance guide documentation prior to specifying product or commencing design.

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# Installation Instructions (cont.)

## Secondary circulation

This can be used with secondary circulation. An appropriate WRAS approved bronze or stainless steel circulator should be used in conjunction with a non-return valve to prevent backflow.

On large secondary circulation systems it may be necessary to incorporate an extra expansion vessel into the circuit to accommodate the increased system water volume. Secondary circulation should be minimised or avoided on Direct electrically heated units, especially if the unit is being used on an off-peak electricity tariff.

A secondary return boss is fitted as standard on 210, 250, 300, 400 and 500 ltr units. On smaller sizes, use a swept tee to connect into the cold feed pipe above the drain.

## Immersion heaters

Only immersion heaters with a thermal cut-out that comply with BS EN 60335-2-73 may be used. To help ensure this, the immersion heaters have a special 1 $\frac{3}{4}$ " thread. They are rated at 3kW at 240V and are of a low noise Incoloy construction.

They have both a thermostat and a high limit cut-out. Please order the correct replacement via ourselves; fitting non-approved immersions may affect your guarantee. When fitting, ensure the 'O' ring is positioned correctly on the head of the immersion heater and lubricate before fitting. Fit it by hand until almost home then tighten gently, as the 'O' rings will seal easily. Electrical supply refer to page 4.

**Do not** operate the immersion heater(s) until the cylinder is full of water.

**Do not** operate the immersion heater(s) if any sterilisation liquid is in the cylinder as this will cause premature failure.

If the water quality is aggressive, we recommend exchanging the immersion heater for a titanium element.

**Note:** Immersion heaters should never be used as the primary heat source except for the lower immersion on a direct cylinder.

Selected cylinder models feature a smart control, fitted to the lower immersion heater. See insert sheet for details.

## Electrical connections

**Warning:** This appliance must be earthed and all wiring should be completed by a competent electrician in accordance with the latest I.E.E wiring regulations.

Complete the wiring – use the appropriate wiring diagrams on pages 16-19.

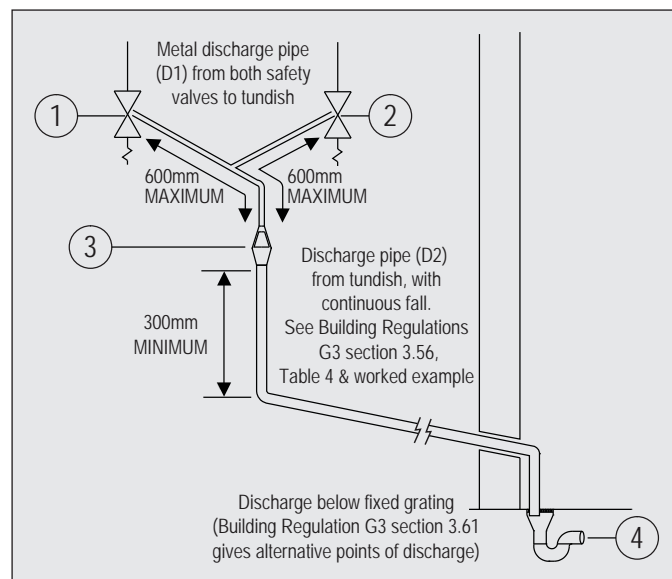
Stationary appliances not fitted with means for disconnection from the supply mains having a contact separation in all poles that provide full disconnection under overvoltage category III, the instructions state that means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.

## Discharge arrangement

For pre-plumbed models, you simply need to connect 22mm discharge pipe to the tundish and then route the discharge pipe as explained below. For non pre-plumbed cylinders you will need to position the inlet control group so that the discharge from both safety valves can be joined together via a 15mm tee (see diagram below). Connect the tundish and then connect and route the discharge pipe.

Ensure all pipes to and from the tundish are cut square, are free from burrs or damage, and that the tundish is fitted vertically.

The discharge pipework must be routed in accordance with Part G3 of schedule 1 of the Building Regulations. The information that follows is not exhaustive and if you are in doubt you should seek advice.



- 1) Expansion relief valve on inlet control set.
- 2) Temperature & pressure relief valve on cylinder.
- 3) Tundish.
- 4) Discharge below fixed grating.

**Note:** The discharge will consist of scalding water and steam. Asphalt, roofing felt and non-metallic rainwater goods may be damaged by such discharges.

**Note:** Although Building Regulations now permit the D2 pipe from the tundish to be installed in soil stacks within premises, we do not recommend this, as discharge from the temperature and pressure valve may continue for long periods of time. It is the installer's responsibility to ensure the discharge pipework can support the discharge for prolonged periods. If used, follow the guidance given in the G3 Building Regulations (mechanical seal without water trap). As discharge can be in excess of 90°C, discharge into plastic pipework is also not recommended.



# Installation Instructions (cont.)

The two safety valves will only discharge water under fault conditions. When operating normally water will not be discharged. The tundish should be located in the same space as the unvented hot water storage system and be fitted as close as possible to, and lower than, the safety device, with no more than 600mm of pipe between the valve outlet and the tundish. The tundish should be positioned away from electrical devices.

Any discharge should be visible at the tundish. The tundish should be located such that any discharge is visible. In addition, where discharges from safety devices may not be apparent, extra consideration should be given, e.g. for people with impaired vision or mobility. This could be via the installation of a suitable electronically operated or other safety device to warn when discharge takes place.

The discharge pipe (D2) from the tundish should:

A) Have a vertical section of pipe at least 300mm long, below the tundish before any elbows or bends in the pipework.

B) Be installed with a continuous fall of at least 1 in 200 thereafter.

The discharge pipe (D2) from the tundish should be of metal or other material that has been demonstrated to be capable of withstanding temperatures of the water discharged.

The discharge pipe (D2) should be at least one pipe size larger than the nominal outlet size of the safety device, unless its total equivalent hydraulic resistance exceeds that of a straight pipe 9m long. Therefore, discharge pipes between 9m and 18m equivalent resistance length should be at least two sizes larger than the nominal outlet size of the safety device; between 18 and 27m at least three sizes larger. Bends must be taken into account in calculating the flow resistance. Refer to the diagram, Table 2 and the worked example.

An alternative approach for sizing discharge pipes would be to follow BS EN 806:2 specifications for design, installation, testing and maintenance of services supplying water for domestic use within buildings and their curtilages.

The discharge pipe (D2) should terminate in a safe place where there is no risk to persons in the vicinity of the discharge. Examples of acceptable discharge arrangements are:

A) To a trapped gully with the end of the pipe below the fixed grating and above the water seal.

B) Downward discharges at a low level; i.e. up to 100mm above external surfaces such as car parks, hard standings, grassed areas etc. are acceptable, providing that – where children play or otherwise could come into contact with discharges – a visible wire cage or similar guard is positioned to prevent contact.

C) Discharges at a high level; e.g. into a metal hopper and metal down pipe with the end of the discharge pipe clearly visible; or onto a roof capable of withstanding high temperature discharges of water and 3m from any plastic guttering systems that would collect such discharges.

D) Device to warn when discharge takes place.

## Discharge worked example

The example below is for G1/2 temperature relief valve with a discharge pipe (D2) having four elbows and a length of 7m from the tundish to the point of discharge.

Maximum resistance allowed for a straight length of 22mm copper discharge pipe (D2) from a G1/2 temperature relief valve is: 9.0m.

Subtract the resistance for four 22mm elbows at 0.8m each = 3.2m.

Therefore the maximum permitted length equates to: 5.8m.

5.8m is less than the actual length of 7m, therefore calculate the next largest size.

Maximum resistance allowed for a straight length of 28mm pipe (D2) from a G1/2 temperature relief valve equates to: 14m.

As the actual length is 7m, a 28mm (D2) copper pipe will be satisfactory.

**Table 2:** Sizing of copper discharge pipe 'D2' for a temperature relief valve with a G1/2 outlet size (as supplied).

Size of discharge pipework	Maximum length of straight pipe (no bends or elbows)	Deduct the figure below from the maximum length for each bend or elbow in the discharge pipe
22mm	Up to 9m	0.8m
28mm	Up to 18m	1.0m
35mm	Up to 27m	1.4m

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# Specification Details

The unvented cylinder is made from Duplex stainless steel for excellent corrosion resistance. The cylinder has a strong rust-proofed steel case and is highly insulated with environmentally-friendly foam. Further details are below.

### Materials

- Inner shell – Duplex stainless steel
- Coil – 22mm diameter stainless steel
- Bosses – Stainless steel
- Polyurethane CFC- and HCFC-free foam insulation. This insulation has an Ozone Depletion Potential of Zero and a Global Warming Potential of 3.1.
- Casing – galvanized steel, durable finish
- Anode – none fitted/required

All cylinders are welded using our advanced TIG welding production methods, under a controlled oxygen purged process, to maximise the corrosion resistant qualities of the high-grade Duplex stainless steel. Every cylinder is checked using 15 bar pressure testing.

### Immersion heater

- 1¾" BSP parallel threaded head
- Long life incoloy sheathed low noise element and thermostat pocket
- Brazed construction
- Combined thermostat and safety cut-out
- Element rating 3kW at 240V A/C

Smart control fitted to the lower immersion heater on selected models only, please refer to insert sheet for details.

### Guarantee

The inner vessel carries an extended 25-year guarantee against faulty materials or manufacture with all parts supplied with the cylinder carrying an extended 2-year guarantee. Extended guarantees are subject to terms and conditions - see page 24.

### Flow rates

Our cylinders are renowned for their fast flow rates. See the graph on the insert sheet for information about the speed at which hot water can be distributed reliably throughout the home.

**Table 3:** Pressure specifications

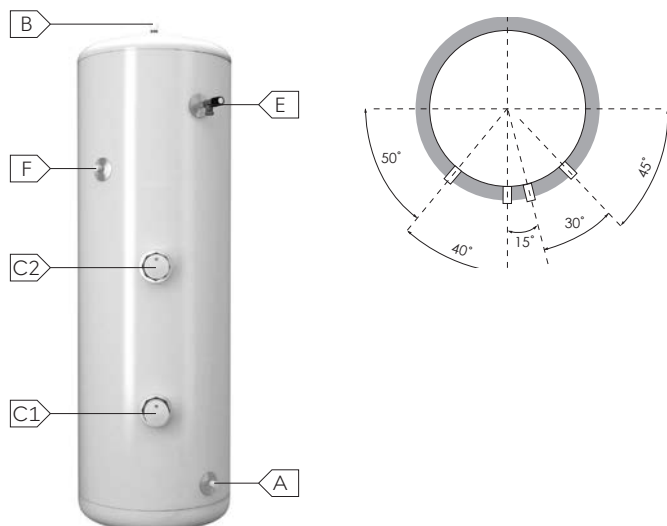
Maximum Inlet Water Pressure	12.0 bar
Operating Pressure/Maximum Design Pressure	3.0 bar
Expansion Valve Opening Pressure	6.0 bar
Expansion Vessel Charge Pressure	3.0 bar
Maximum Operating Pressure	7.0 bar
Opening Pressure of T & P Valve	7.0 bar
Opening Temperature of T & P Valve	90°C
Maximum Pressure on Primary Circuit (Indirect, Solar Coil)	3.5 bar

**Table 4:** Immersion element specifications

Element Rating	3kW 240V
Thread Type	1¾" BSP
Fuse Requirement	13A via Double Pole Switch
Control Thermostat for Element Temperature Range	45°C - 65°C
High Limit Thermostat for Element Temperature Set Point	85°C

## Product Diagrams

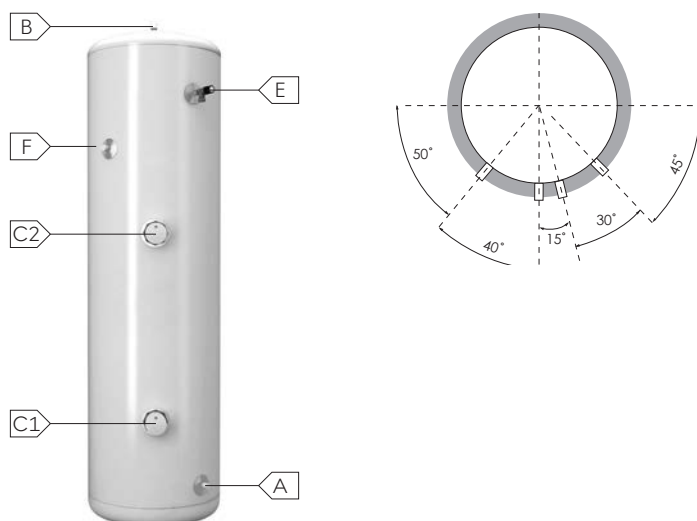
### DIRECT



#### CONNECTIONS:

- A 22mm Cold feed with dip pipe to diffuser in bottom of cylinder
- B 22mm Hot water outlet
- C1 Immersion heater
- C2 Secondary immersion heater
- D1 22mm Boiler coil connections
- D2 22mm Solar coil connections
- E ½" Temperature relief valve (factory-fitted to cylinder)
- F 22mm Secondary return – for cylinders with a capacity of 210 litres and above only
- G1 Dry stat pocket
- G2 Dry stat pocket

### SLIMLINE DIRECT



#### CONNECTIONS:

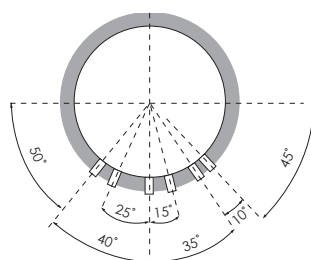
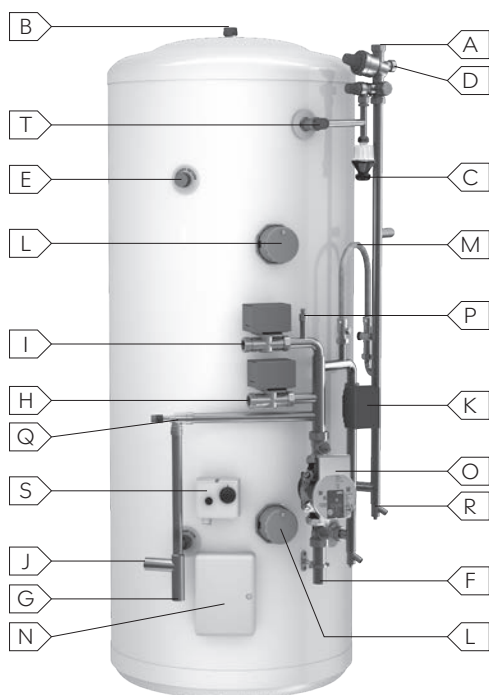
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- D2 22mm Solar coil connections
- E ½" Temperature relief valve (factory-fitted to cylinder)
- F 22mm Secondary return – for cylinders with a capacity of 210 litres only
- G1 Dry stat pocket
- G2 Dry stat pocket

## Range Cylinders

Installation, Operation and Maintenance Manual for unvented hot water cylinders with external thermal expansion

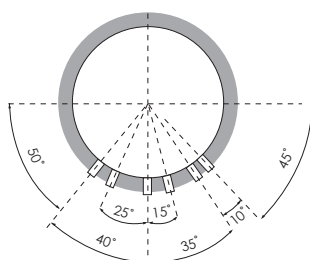
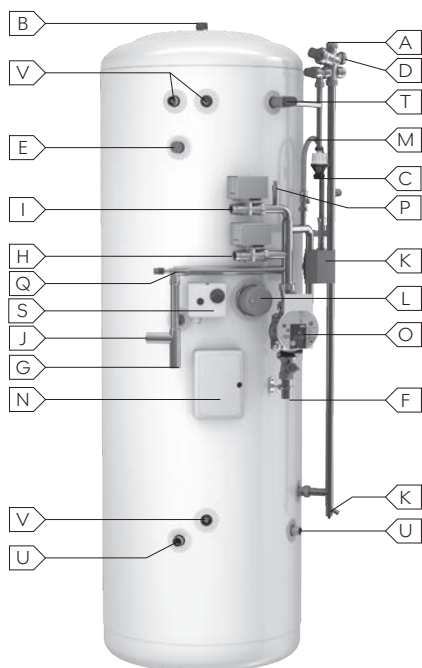
# Product Diagrams (cont.)

## INDIRECT PRE-PLUMBED



- A 22mm Inlet control set - cold feed
- B 22mm Hot water draw-off
- C 22mm Tundish drain-off
- D 22mm Balanced cold
- E Secondary return (210L, 250L & 300L)
- F 28mm Flow from boiler
- G 28mm Return to boiler
- H 22mm Central heating flow (Zone 1)
- I 22mm Central heating flow (Zone 2 - only fitted on twin zone)
- J 28mm Return from radiator circuit
- K 22mm DHW two port valve
- L Immersion heater
- M Filling loop flexible hose
- N Wiring box
- O Circulating pump
- P Manual bottle air eliminator
- Q Auto bypass valve
- R Cold feed drain
- S Thermostat
- T ½" Temperature relief valve

## SOLAR INDIRECT PRE-PLUMBED

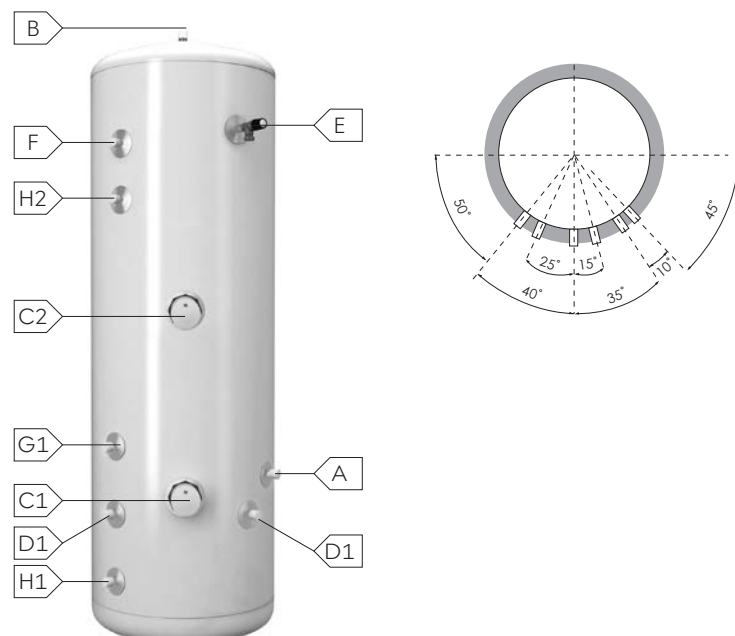


- A 22mm Inlet control set - cold feed
- B 22mm Hot water draw-off
- C 22mm Tundish drain-off
- D 22mm Balanced cold
- E Secondary return (210L, 250L & 300L)
- F 28mm Flow from boiler
- G 28mm Return to boiler
- H 22mm Central heating flow (Zone 1)
- I 22mm Central heating flow (Zone 2 - only fitted on twin zone models)
- J 28mm Return from radiator circuit
- K 22mm DHW two port valve
- L Immersion heater
- M Filling loop flexible hose
- N Wiring box
- O Circulating pump
- P Manual bottle air eliminator
- Q Auto bypass valve
- R Cold feed drain
- S Thermostat
- T ½" Temperature relief valve
- U Solar coil
- V Dry stat pocket

**Note:** Please refer to the specification insert sheet for performance details on individual cylinders.

## Product Diagrams (cont.)

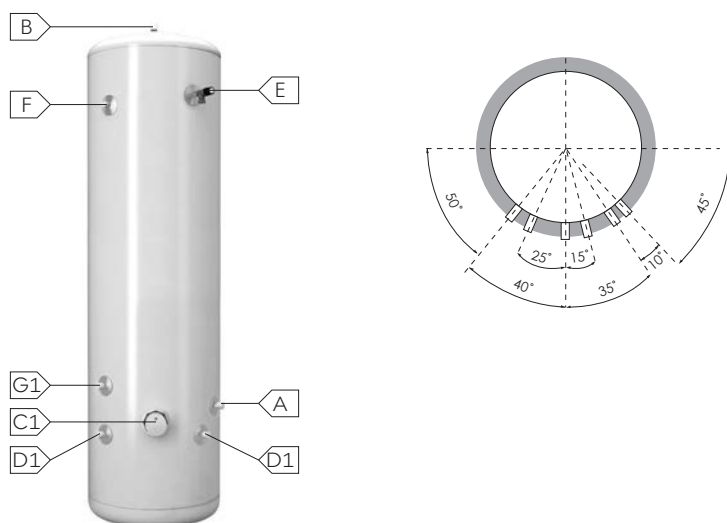
### INDIRECT



#### CONNECTIONS:

- A 22mm Cold feed with dip pipe to diffuser in bottom of cylinder (1" Female BSP connection on 400 & 500L model with no deffuser)
- B 22m Hot water outlet (1" Female BSP connection on 400 & 500L model)
- C1 Immersion heater
- C2 Secondary immersion heater - 250 litre & above only
- D1 22mm Boiler coil connections
- D2 22mm Solar coil connections
- E ½" Temperature relief valve - 90L to 300L  
¾" Temperature relief valve - 400L & 500L (factory-fitted to cylinder)
- F 22mm Secondary return – for cylinders with a capacity of 210 litres and above only
- G1 Dry stat pocket
- G2 Dry stat pocket

### SLIMLINE INDIRECT



#### CONNECTIONS:

- A 22mm Cold feed with dip pipe to diffuser in bottom of cylinder
- B 22m Hot water outlet
- C1 Immersion heater
- C2 Secondary immersion heater 250 & 300 litre cylinders only
- D1 22mm Boiler coil connections
- D2 22mm Solar coil connections
- E ½" Temperature relief valve connection (valve factory-fitted to cylinder)
- F 22mm Secondary return – for cylinders with a capacity of 210 litres only
- G1 Dry stat pocket
- G2 Dry stat pocket

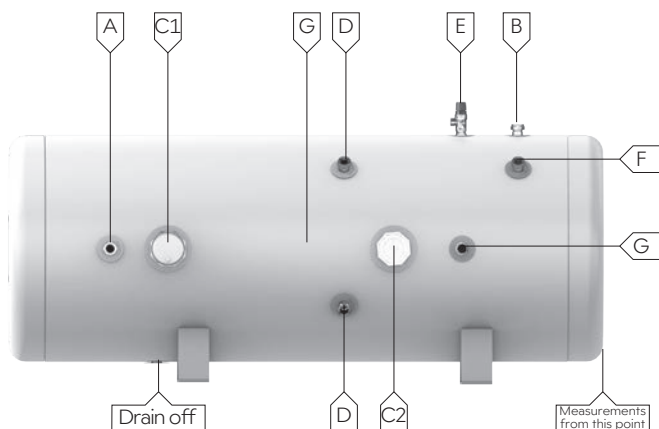
**Note:** Please refer to the specification insert sheet for performance details on individual cylinders.

## Range Cylinders

Installation, Operation and Maintenance Manual for unvented hot water cylinders with external thermal expansion

# Product Diagrams (cont.)

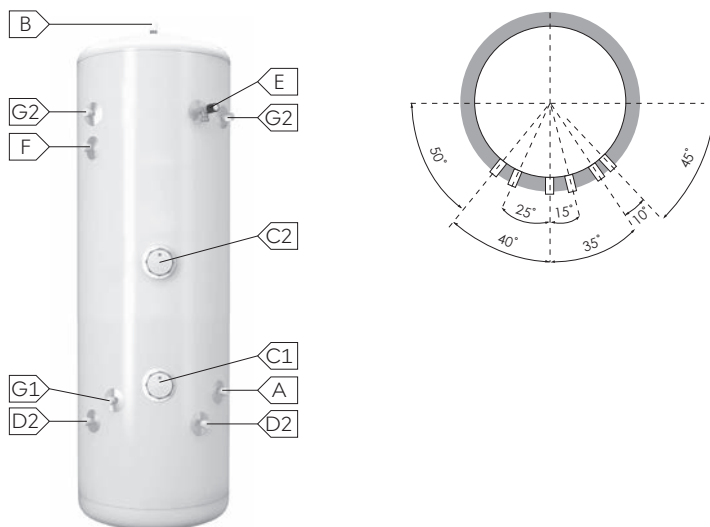
## HORIZONTAL INDIRECT



### CONNECTIONS:

- A 22mm Cold feed with deflector in bottom of cylinder
- B 22m Hot water outlet
- C1 Immersion heater
- C2 Secondary immersion heater 250 & 300 litre cylinders only<sup>†</sup>
- D 22mm Boiler coil connections
- E ½" Temperature relief valve connection (valve factory-fitted to cylinder)
- F 22mm Secondary return – for cylinders with a capacity of 210 litres and above only
- G Dry stat pocket

## SOLAR DIRECT



### CONNECTIONS:

- A 22mm Cold feed with dip pipe to diffuser in bottom of cylinder
- B 22m Hot water outlet
- C1 Immersion heater
- C2 Secondary immersion heater
- D1 22mm Boiler coil connections
- D2 22mm Solar coil connections
- E ½" Temperature relief valve (factory-fitted to cylinder)
- F 22mm Secondary return – for cylinders with a capacity of 210 litres and above only
- G1 Dry stat pocket
- G2 Dry stat pocket

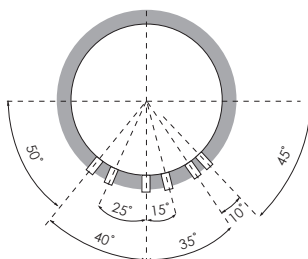
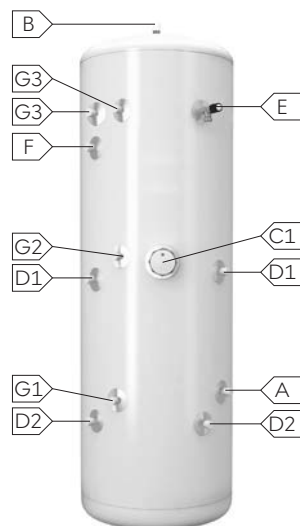
**Note:** Please refer to the specification insert sheet for performance details on individual cylinders.

<sup>†</sup> 180L & 210L Cylinders fitted with 1 ¾" BSP boss for an additional immersion heater, sold separately.



## Product Diagrams (cont.)

### SOLAR INDIRECT



#### CONNECTIONS:

- A 22mm Cold feed with dip pipe to diffuser in bottom of cylinder
- B 22mm Hot water outlet
- C1 Immersion heater
- C2 Secondary immersion heater
- D1 22mm Boiler coil connections
- D2 22mm Solar coil connections
- E ½" Temperature relief valve (factory-fitted to cylinder)
- F 22mm Secondary return – for cylinders with a capacity of 210 litres and above only
- G1 Dry stat pocket
- G2 Dry stat pocket
- G3 Dry stat pocket

**Note:** Please refer to the specification insert sheet for performance details on individual cylinders.

## Range Cylinders

Installation, Operation and Maintenance Manual for unvented hot water cylinders with external thermal expansion

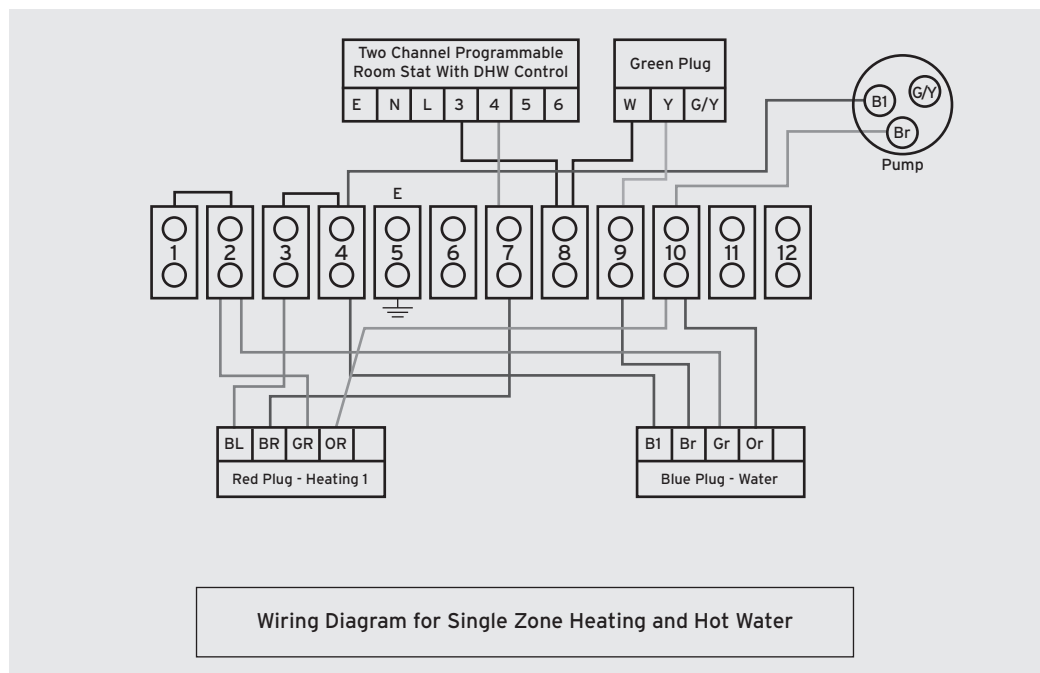
# Typical Schematic Wiring Diagrams

## Pre-Plumbed cylinders

The diagrams shown relate to the components listed. Other components and other manufacturers' components may vary in their wiring requirements, particularly thermostats. Always refer to manufacturer's instructions which may override the detail in order to function correctly.

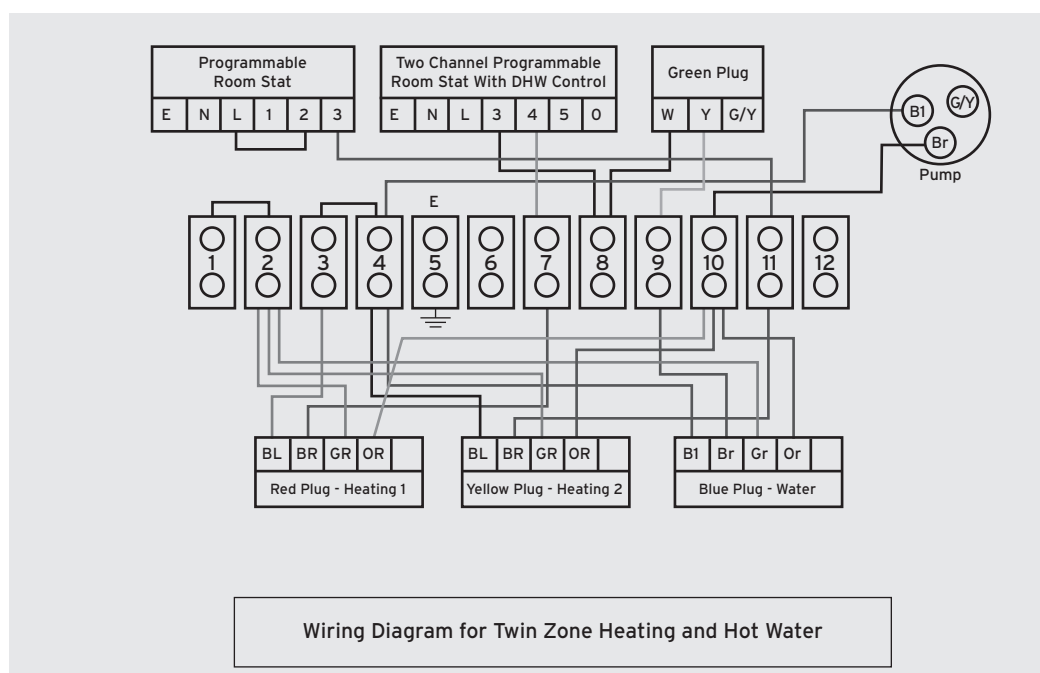
### SINGLE ZONE HEATING

Wiring Diagram for Single Zone Heating and Hot Water Two channel Programmable Room Stat with DHW Control



### TWIN ZONE HEATING

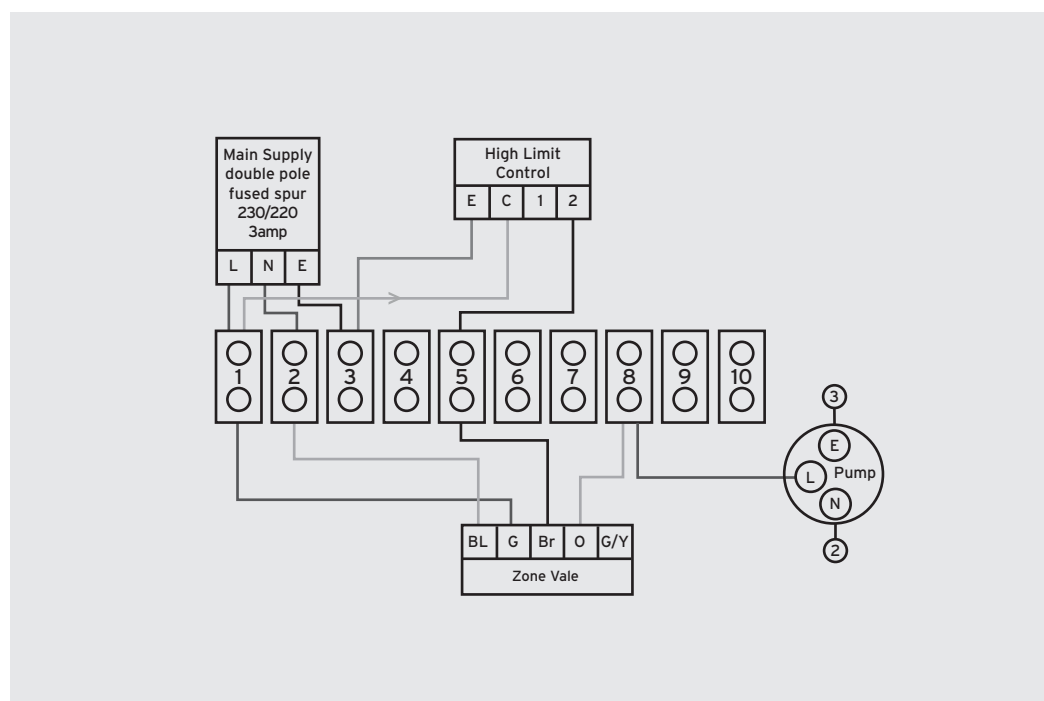
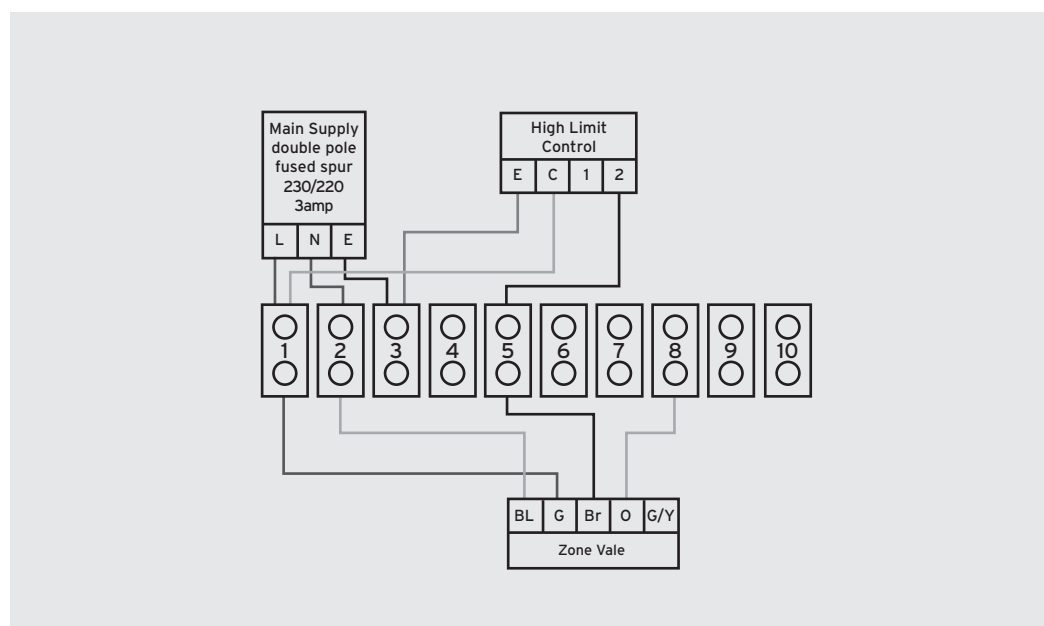
Wiring Diagram for Twin Zone Heating and Hot Water Two channel Programmable Room Stat with DHW Control and Programmable Room Stat



## Typical Schematic Wiring Diagrams (cont.)

### Solar High Limit Control

These schematic wiring diagrams depict an IMIT high limit control stat and the connections are numbered accordingly. Where an alternative is supplied connect as per manufacturer's instructions.



## Range Cylinders

Installation, Operation and Maintenance Manual for unvented hot water cylinders with external thermal expansion

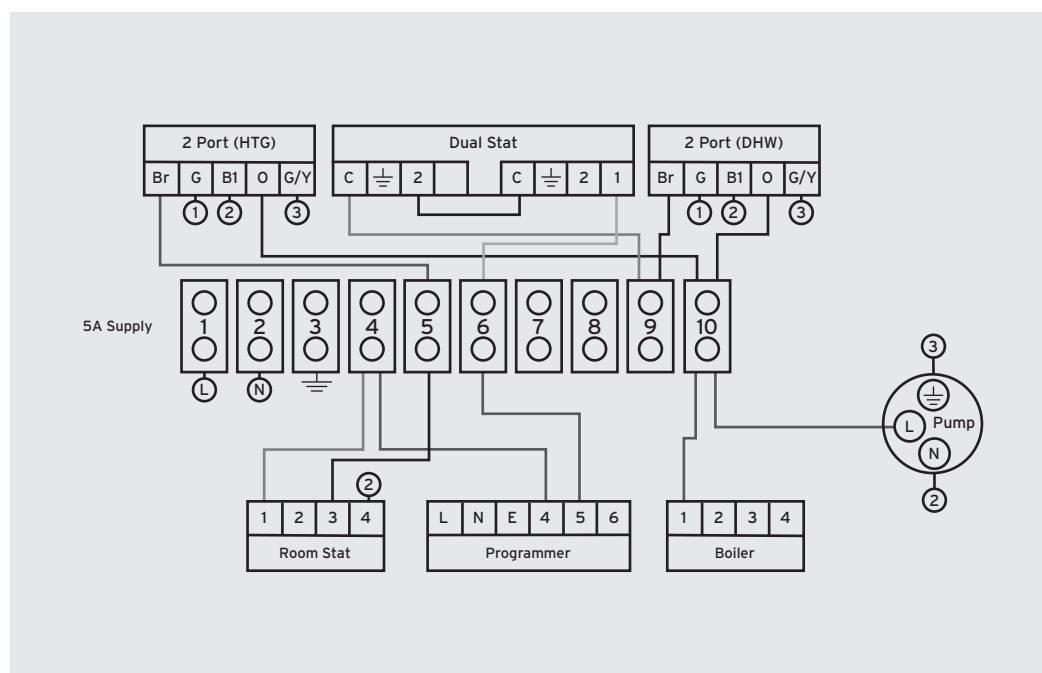
# Typical Schematic Wiring Diagrams (cont.)

## Variant Dual Thermostat Wiring

The diagrams shown relate to the components listed. Other components and other manufacturers' components may vary in their wiring requirements, particularly thermostats. Always refer to manufacturers' instructions which may override the detail in order to function correctly.

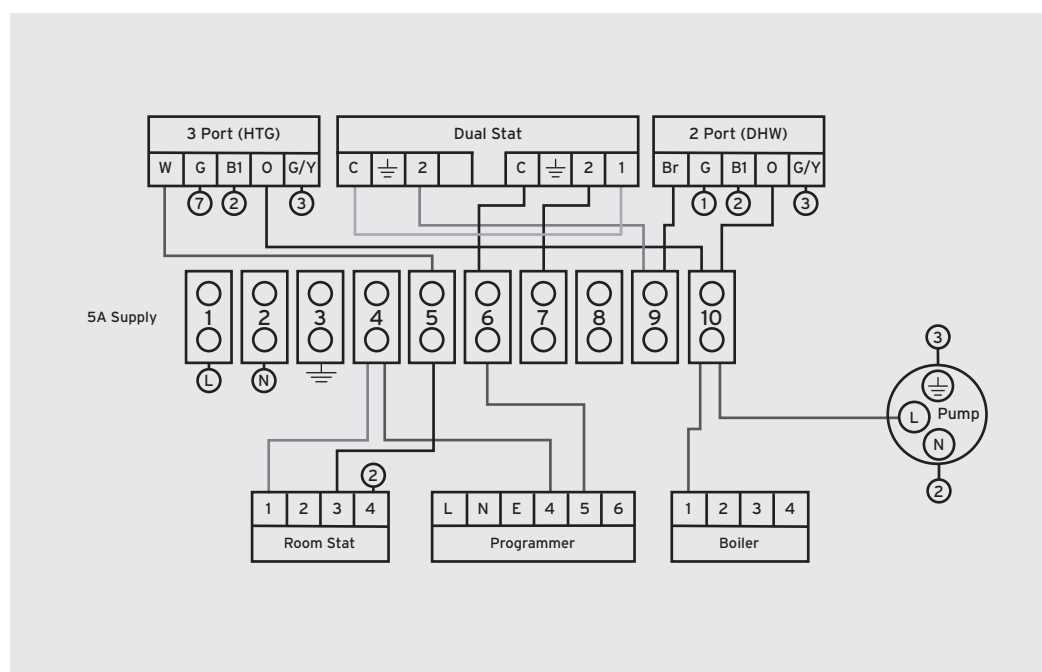
### VARIANT DUAL THERMOSTAT WIRING

Wiring Diagram 2 X Two Port Zone Valves (S-Plan)



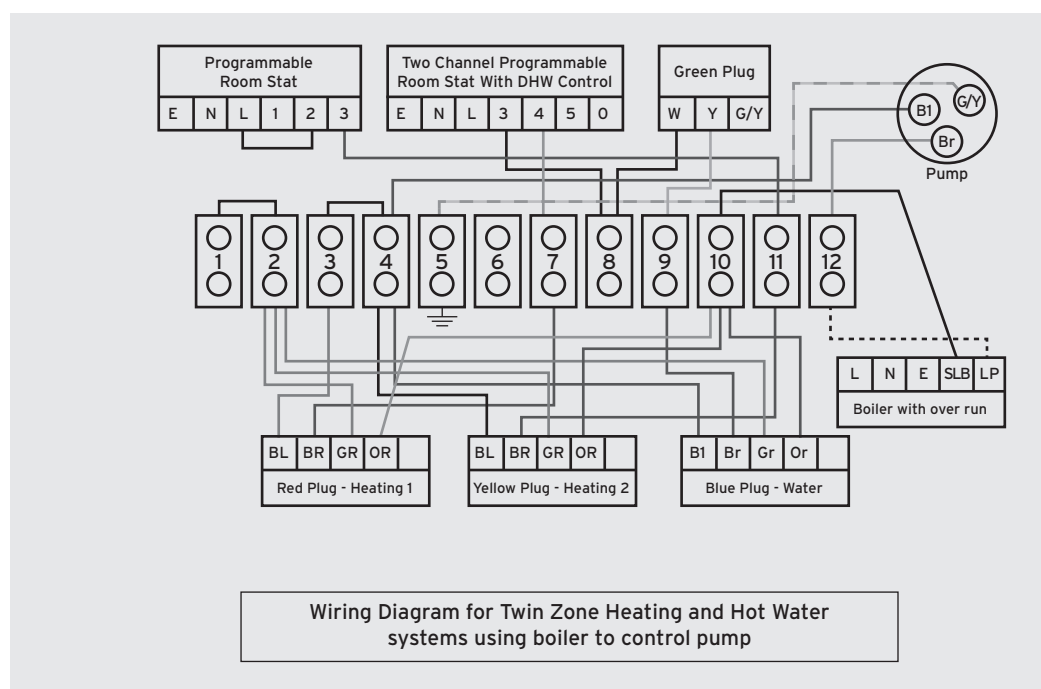
### VARIANT DUAL THERMOSTAT WIRING

Wiring Diagram 3 Port Mid Position (Y-Plan) +2 Port Valve



# Typical Schematic Wiring Diagrams (cont.)

## Connected to Boiler with Pump Over-run Facility



**Table 5:** Instruction for connection to a boiler with pump over-run facility, such as Ideal Logic Heat:

1. Disconnect brown pre-wired pump flex from position 10
2. Reconnect brown pre-wired pump flex to position 12
3. Connect 5 core cables between boiler and wiring control centre to following positions:

Wiring Centre	Boiler
Terminal 1	Permanent Live L
Terminal 3	Permanent Neutral N
Terminal 5	Permanent Earth E
Terminal 10	Switched Live To Boiler SL B
Terminal 12	Switched Live To Pump L P

## Range Cylinders

Installation, Operation and Maintenance Manual for unvented hot water cylinders with external thermal expansion

# Commissioning and Decommissioning

## Sterilisation

Only switch on power to the immersion heaters once sterilisation liquid has been purged and the cylinder filled with water.

## Flushing & filling the cylinder

Check that the pressure in the expansion vessel is 3 bar (45PSI), i.e. the same as the setting of the pressure reducing valve. The valve is of the car tyre (Schrader) type. Check all the connections for tightness including any factory made connections such as the immersion heater and the temperature and pressure relief valve. Before filling, open the hot tap furthest away from the unvented cylinder to let air out.

Open the cold main isolation valve and allow the unit to fill. When water flows from the tap allow it to run for a short while to flush through any dirt, swarf or flux residue. Close the tap and open every other hot tap in turn to purge all remaining air.

**WARNING:** If the unit is to be left unused following installation and commissioning, e.g. unoccupied properties, the hot water cylinder should be drained or regularly flushed through with fresh mains water at least once every 30 days.

## Flushing and filling the heating system

Part L of the 2022 Building Regulations requires that all central heating systems are cleaned and dosed with protective inhibitor whenever any major works are carried out to the system. For retrofit installations we recommend you follow best practice, thoroughly flushing the system once, prior to fitting new equipment, with a second flush after the equipment is fitted, before the system is commissioned.

When the heating system is filled, it must be dosed with a suitable inhibitor in the correct ratios for the system size to protect against corrosion and limescale. Always consult the inhibitor chemical manufacturer's instructions for safety and correct dosing procedure.

**Important:** If you are installing the unvented cylinder with a solar system, always consult the manufacturer's instructions for any special requirements around flushing and dosing. Failure to adequately flush and dose the system will invalidate the product guarantee.

## Direct units

After filling with water and after sterilisation liquid has been purged, switch on the power to the immersion heaters and allow the unit to start to heat. The immersion heater is supplied preset at 55°C. Turning fully to + sets to approx 65°C. Allow unit to heat up, adjust the thermostat so that the heater switches off at 60°C. Record information on the Benchmark Commissioning Checklist (page 23).

## Indirect units

Ensure the heating circuit has been fully flushed, carrying out commissioning in line with the boiler manufacturer's commissioning instructions for the heating and the primary circuit. Primary pipework must be filled, vented and tested in accordance with the boiler manufacturer's instructions. To ensure all pipework is fully vented, bleed valves may need opening, especially on any raised pipes; inadequate flushing or venting could cause damage to the circulation pump.

Set the two port valve into the manual open position by moving the lever on the valve and fill the primary circuit ensuring the appropriate inhibitors are added in the right concentrations. When full, move the lever back into the auto position. Switch the programmer to Domestic Hot Water (DHW) and allow the unit to start to heat. Adjust the dial of the thermostat to between 55°C and 65°C as required. Allow unit to heat up, adjust the thermostat so that the heater switches off at 60°C. Record information on the Benchmark Commissioning Checklist (page 23).

## Storage temperature

The recommended storage temperature for both direct and indirect cylinders is 60-65°C. In hard water areas consideration should be given to reducing this to 50-55°C. In many healthcare applications the guidance on Legionella control and safe water delivery temperatures will require storing the water at 60-65°C, distributing at 50-55°C and using thermostatic mixing valves to control the final temperature. For details consult the NHS Estates Guidance on safe hot water temperatures.

## Safety checks

During heat-up double check all pipework for leaks, ensuring all connections including the immersion heaters and any pre-plumbed connections are water tight. There should be no sign of water coming from either the expansion relief valve or the temperature/pressure relief valve.

Now hold both of these safety valves fully open, allowing as much water as possible to flow through the tundish. Check that your discharge pipework is free from debris and is carrying the water away to waste efficiently. It is normal that some water will splash out of the tundish. This should be minimised by ensuring the tundish, D1 and D2 pipes are vertical to allow clean flow. Release the valves and check that they reseal properly.

On completion of commissioning, fill in the Benchmark Commissioning Checklist and leave with the homeowner

## Benchmark scheme

The installer must follow the Benchmark code of practice for the Benchmark certification to be valid. The Benchmark code of practice can be found online via [www.benchmark.org.uk](http://www.benchmark.org.uk)

## Decommissioning & disposal

Damage to the environment and risks to personal health are avoided by the proper decommissioning and disposal of this product.

To decommission your unvented hot water cylinder, isolate the electricity supply to the immersion heater and boiler, before draining the cylinder and safely disconnecting all fixtures and fittings.

The cylinder is made from many recyclable materials; therefore we strongly encourage recycling of this product at your Local Authority recycling centre at the end of its working life. For more information on proper disposal, please contact your local council or waste disposal office.



# Servicing and Maintenance

## General

Servicing should only be carried out by competent installers and only spare parts approved by the manufacturer may be used. NEVER bypass any of the safety devices and never operate the unit without all of the safety devices being in place and fully operational.

## Draining

Isolate from the electrical supply to prevent the immersion heaters burning out. Turn off the boiler or other heat source and isolate the unit from the cold mains. Attach a hose to the draining tap ensuring that it reaches to a level below the unit (this will ensure an efficient syphon is set up and the maximum amount of water is drained from the unit) and secure with jubilee clip. First open the hot tap closest to the unit and then open the draining tap.

**WARNING: WATER DRAINED OFF MAY BE VERY HOT!**

**IMPORTANT:** After draining the cylinder do not close the hot tap until the cylinder has fully cooled. Failure to follow this instruction may result in damage to the cylinder and will invalidate the guarantee.

## Annual maintenance

The unvented cylinder requires an annual service in order to ensure safe working and optimum performance and to maintain the guarantee. It is essential that the following checks are performed by a competent installer on an annual basis:

1. Visually check the cylinder for any obvious defects. Make suitable checks to assess that the appliance has been installed correctly.

2. Twist the cap of the expansion relief valve on the inlet control set and allow water to flow for 5 seconds. Release and make sure it reseats correctly. Repeat with the temperature & pressure relief valve. In both cases check that the discharge pipework is carrying the water away adequately. If not, check for blockages etc. and clear.

**WARNING: THE WATER DISCHARGED MAY BE VERY HOT!**

3. Check that any immersion heaters fitted are working correctly and that they are controlling the water at a temperature between 55°C and 65°C.

4. Check the pressure in the expansion vessel is charged to 3 bar. Turn off the water supply to the unit and open a hot tap first. The air valve on expansion vessel is a Schrader (car tyre) type. Air, nitrogen or CO<sub>2</sub> may be used to charge the expansion vessel.

5. Unscrew the head on the inlet control set and clean the mesh filter within (some water may escape).

**NOTE:** Every annual service needs to be logged by the homeowner using our online form to maintain the guarantee. Please assist any homeowner needing help.

## Spare parts

We recommend that only parts provided by the manufacturer are used for spares. Where alternative sources are used, the spares **MUST** meet the original specification as provided by the manufacturer, or be authorised replacements if the original parts are not available, to avoid invalidating the guarantee.

Full range of spare parts is available from Range Cylinders.

Tel: **0345 260 0258**.

# Fault Finding

FAULT	POSSIBLE CAUSE	SOLUTION
Water escaping from the case	Compression fitting on hot draw-off not sealing	Check/remake joint with sealing paste
	Leaking cylinder	Isolate supply and contact us
Cold water at hot taps	Direct - immersion heater not switched on or cut-out has triggered	Check / reset
	Indirect - boiler not working	Check boiler - consult boiler manufacturer's instructions
	Indirect - motorised valve fault	Check plumbing / wiring to motorised valve
	Indirect - cut-out in dual stat has operated	Reset and investigate cause
Water discharges from expansion relief valve	If continual - pressure reducing valve (part of inlet control set) may not be operating correctly	Check outlet pressure from inlet control set is 3 bar
	If continual - expansion relief valve seat may be damaged	Remove cartridge - check seat and renew if necessary
	If intermittent - expansion vessel charge may have reduced / bladder perished	Check pressure in expansion vessel. Recharge to 3 bar if necessary. If bladder perished replace vessel
	Unit is being back pressurised	With cylinder cold check pressure in cylinder. If this is the same as the incoming mains pressure then you are getting backfeed. Install a balanced cold supply (see page 7)
Water discharges from temperature & pressure relief valve	Unit has overheated - thermal controls have failed	Switch off power to boiler and immersion heaters. Leave water supply on. Wait until discharge stops. Isolate water supply and replace if faulty
Milky / cloudy water	Oxygenated water	Water from any pressurised system will release oxygen bubbles when flowing. The bubbles will settle out
No hot water flow	Cold mains off	Check and open stopcock
	Strainer blocked in pressure reducing valve	Isolate water supply and clean
	Inlet control set may be fitted incorrectly	Check and refit as required
Noise	<b>Note:</b> Cylinders don't contain sufficient moving parts to generate noise; they only amplify sounds from other heating system parts. Common underlying causes of noise may include incorrect pump settings or flow rates, poor pipework design, water hammer, excessively high water pressure, trapped air, loose pipes, limescale buildup or sludge and compatibility issues with components, such as using the wrong type of valve.	Identify the source of the noise and eliminate it, where necessary, reviewing the wider system design and taking corrective action. Where elimination isn't possible, implement measures to reduce the issue, such as installing shock arresters, flow controls and pressure reducers.
Hot or warm water from cold tap	If tap runs cold after a minute or so the pipe is picking up heat from heating pipework	Insulate / re-route

## Range Cylinders

Installation, Operation and Maintenance Manual for unvented hot water cylinders with external thermal expansion

# Operator and Owner Info

## Extended guarantee

Remember to activate your extended 25-year guarantee on the stainless steel inner vessel and the 2-year guarantee on parts by registering your cylinder online at: <https://rangecylinders.info/a02> within one month of the cylinder's first use.

If this registration is not completed, the guarantee will be limited to 2 years for the inner vessel and 1 year for parts, as outlined in our Terms and Conditions.

### Annual servicing

To maintain your cylinder and ensure it continues to operate safely and efficiently, it must be serviced by a G3-qualified heating engineer within 12 months of its initial commissioning and at 12-month intervals thereafter.

It is your responsibility to ensure that all services are logged online within one month of each service. You can do this by completing our online form at:

<https://rangecylinders.info/a03>.

Failure to comply with any of these servicing requirements will void your guarantees.

## Usage

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

Your unvented cylinder should operate automatically in normal use, with only minimal input from yourself as a user.

# Benchmark Scheme

Installer must follow the Benchmark Code of Practice for the Benchmark certification and your 25-year guarantee to be valid. The Benchmark Code of Practice can be found online via [www.benchmark.org.uk](http://www.benchmark.org.uk).

Range Cylinders is a licensed member of the Benchmark Scheme which aims to improve the standards of installation and commissioning of domestic heating and hot water systems in the UK and to encourage regular servicing to optimise safety, efficiency and performance.

Benchmark is managed and promoted by the Heating and Hotwater Industry Council. For more information visit: [www.benchmark.org.uk](http://www.benchmark.org.uk).

**Important:** Please ensure that the installer has fully completed

## Temperature

To ensure the water in the cylinder remains hygienic the cylinder temperature is factory set to store the water at 65°C and we advise all users not to change this. It is intended that the hot water should be mixed with cold water at the outlet point such as a bath, basin, shower, or kitchen sink, down to a safe usable temperature to suit. Appropriate safety considerations should be taken at the outlets such as the fitting of mixer valves/taps or thermostatic mixer valves/taps, especially in situations where there are vulnerable users.

Set up the user controls/programmers that have been installed with your cylinder to control when you would like to heat up the water by following the manufacturer's instructions.

**Note:** most modern controls will include special holiday settings to ensure you don't waste energy when you are away.

## Water discharging

If water is flowing from the safety valves through the tundish, this indicates a fault in your heating system and action is needed. Call 0345 260 0258 for advice.

If this water is hot, turn the boiler/ and/or the immersion heater off. Do not turn off the water until the discharge runs cool. The discharge may also stop.

**Call out a competent installer to diagnose the issue with the heating system.** Tell them you have a fault on your hot water system and that the system includes an unvented hot water cylinder.

## Specification - cylinder details & performance

Please refer to the insert sheet that came with this installation manual.

## Spare parts

See the insert sheet for a list of approved parts and part numbers.

the Commissioning Checklists on page 23 of this installation instructions and that you have signed it to say that you have received a full and clear explanation of your cylinder's operation.

The installer is legally required to complete this Benchmark Commissioning Checklist as a means of complying with the appropriate Building Regulations.

All installations must be notified by the installer to the Local Authority Building Control either directly or through a Competent Persons Scheme. A Building Regulations Compliance Certificate will then be issued to the customer who should, on receipt, write the Notification Number on the Benchmark Commissioning Checklist. The Benchmark Commissioning Checklist will be required in the event of any guarantee claim.

# MAINS PRESSURE HOT WATER STORAGE SYSTEM COMMISSIONING CHECKLIST

This Commissioning Checklist is to be completed in full by the competent person who commissioned the storage system as a means of demonstrating compliance with the appropriate Building Regulations and then handed to the customer to keep for future reference.

Failure to install and commission this equipment to the manufacturer's instructions may invalidate the warranty but does not affect statutory rights.

Customer Name \_\_\_\_\_ Telephone Number \_\_\_\_\_

Address \_\_\_\_\_

Cylinder Make and Model \_\_\_\_\_

Cylinder Serial Number \_\_\_\_\_

Commissioned by (*print name*) \_\_\_\_\_ Registered Operative ID Number \_\_\_\_\_

Company Name \_\_\_\_\_ Telephone Number \_\_\_\_\_

Company Address \_\_\_\_\_

Commissioning Date \_\_\_\_\_

**To be completed by the customer on receipt of a Building Regulations Compliance Certificate\*:**

Building Regulations Notification Number (*if applicable*) \_\_\_\_\_

## ALL SYSTEMS PRIMARY SETTINGS (*indirect heating only*)

Is the primary circuit a sealed or open vented system? Sealed ☐ Open ☐

What is the maximum primary flow temperature? \_\_\_\_\_ °C

## ALL SYSTEMS

What is the incoming static cold water pressure at the inlet to the system? \_\_\_\_\_ bar

Has a strainer been cleaned of installation debris (if fitted)? Yes ☐ No ☐

Is the installation in a hard water area (above 200ppm)? Yes ☐ No ☐

If yes, has a water scale reducer been fitted? Yes ☐ No ☐

What type of scale reducer has been fitted? \_\_\_\_\_

What is the hot water thermostat set temperature? \_\_\_\_\_ °C

What is the maximum hot water flow rate at set thermostat temperature (measured at high flow outlet)? \_\_\_\_\_ l/min

Time and temperature controls have been fitted in compliance with Part L of the Building Regulations? Yes ☐

Type of control system (if applicable) Y Plan ☐ S Plan ☐ Other ☐

Is the cylinder solar (or other renewable) compatible? Yes ☐ No ☐

What is the hot water temperature at the nearest outlet? \_\_\_\_\_ °C

All appropriate pipes have been insulated up to 1 metre or the point where they become concealed Yes ☐

## UNVENTED SYSTEMS ONLY

Where is the pressure reducing valve situated (if fitted)? \_\_\_\_\_

What is the pressure reducing valve setting? \_\_\_\_\_ bar

Has a combined temperature and pressure relief valve and expansion valve been fitted and discharge tested? Yes ☐ No ☐

The tundish and discharge pipework have been connected and terminated to Part G of the Building Regulations Yes ☐

Are all energy sources fitted with a cut out device? Yes ☐ No ☐

Has the expansion vessel or internal air space been checked? Yes ☐ No ☐

## THERMAL STORES ONLY

What store temperature is achievable? \_\_\_\_\_ °C

What is the maximum hot water temperature? \_\_\_\_\_ °C

## ALL INSTALLATIONS

The hot water system complies with the appropriate Building Regulations Yes ☐

The system has been installed and commissioned in accordance with the manufacturer's instructions Yes ☐

The system controls have been demonstrated to and understood by the customer Yes ☐

The manufacturer's literature, including Benchmark Checklist and Service Record, has been explained and left with the customer Yes ☐

Commissioning Engineer's Signature \_\_\_\_\_

Customer's Signature \_\_\_\_\_

(To confirm satisfactory demonstration and receipt of manufacturer's literature)

\*All installations in England and Wales must be notified to Local Authority Building Control (LABC) either directly or through a Competent Persons Scheme. A Building Regulations Compliance Certificate will then be issued to the customer.



## Range Cylinders

Installation, Operation and Maintenance Manual for unvented hot water cylinders with external thermal expansion

# Guarantee Terms & Conditions

This guarantee applies only to products and parts supplied by the unvented cylinder manufacturer and its associated brands.

The manufacturer guarantees that for a period of 2 years on the stainless steel inner vessel and 1 year on parts, from the date of commissioning or legal completion if new build, the products and associated components installed will conform to the manufacturer's specification and be free from defects in materials and workmanship, subject to the conditions set out below.

**Please note:** this guarantee excludes all pipework and connections, and any ancillary equipment that may be connected to the product, i.e. descaling equipment, water softeners etc.

**Important:** To activate the extended 25-year guarantee on the stainless steel inner vessel and the 2-year guarantee on parts for domestic properties, the **HOMEOWNER MUST REGISTER** the cylinder with Range Cylinders Ltd within one month of the cylinder's first use. If you do not register within one month of first use you won't be eligible for the extended guarantee.

This guarantee means that the manufacturer will take responsibility for the cost of guarantee repair of a product by a service engineer approved by the manufacturer, so that the product shall conform to the manufacturer's specification.

The manufacturer reserves the right, at its discretion, to replace a product or major component where it considers it to be beyond economical repair.

In the event of a breakdown during the guarantee period contact our Customer Service Department. Guarantee repair is free of charge to you for any parts and labour, providing all the guarantee conditions have been met.

**Important:** The product must be maintained by a competent person\* within 12 months after commissioning and thereafter at 12-monthly intervals, with a plus or minus 30-day grace period. The homeowner must log each service with the manufacturer online or over the phone within one month of each service. Failure to comply with any of these servicing requirements will **VOID ALL GUARANTEES!**

As the manufacturer, we reserve the right to seek additional evidence of this maintenance to our reasonable satisfaction before approving any guarantee servicing and repairs. This may include copies of invoices for the servicing.

\* A competent person is defined as a person representing a business, who has been adjudged by an accredited body (an example of which is BPEC) to be sufficiently competent to self-certify that their work complies with Document (G) Part 3 of the Building Regulations of England and Wales. May include SEI registered installers and/or FAS trained plumbers who have completed the renewables technology module.

Any exchanged components will become the legal property of the manufacturer.

**This guarantee is valid provided that:**

- The product has been installed by a competent installer and as per the instructions contained in this installation manual and all relevant Codes of Practice and Regulations in force at the time of installation.
- Any disinfection has been carried out in accordance with BS EN 806:4.
- The product has not been modified in any way.
- The system is fed from domestic mains water supply that meets specification on page 4 of this installation manual.
- Any third party labour charges associated with replacing the unit or any of its components have been authorised in advance by the Customer Service/ Technical Support team.
- It has only been used for storage of potable water.
- The product has not been subjected to frost, nor has it been tampered with or been subjected to misuse or neglect.
- No factory fitted parts have been removed for unauthorised repair or replacement.
- The Benchmark™ Commissioning Checklist included with this installation manual have been completed.
- Regular maintenance has been carried out by a competent person in accordance with the requirements set out in the maintenance section of the installation manual.
- The owner has registered the product with the manufacturer's Customer Service Department within 30 days of cylinder's first use.
- Only replacement parts authorised by the manufacturer have been used.

If a defect arises and a valid claim is received within the guarantee period, at its option and to the extent permitted by law, the manufacturer shall either:

- 1) Repair the defect at no charge, using new or refurbished replacement parts, or
- 2) Exchange the product with a product that is new or which has been manufactured using new or serviceable used parts, or
- 3) Refund the purchase price or a reasonable proportion of the purchase price.

The manufacturer reserves the right to inspect the product at your home before proceeding with any guarantee repair or replacement.

Any valid guarantee claims or guarantee service do not extend the original guarantee period. Information on extended guarantee is available upon request.

The guarantee only applies to the property at which the product was originally installed and applies only to properties in the United Kingdom and Ireland.

The guarantees are fully transferable from a change of legal ownership of the property.

### Exclusions

The manufacturer will not be liable for any fault or costs arising from incorrect installation, incorrect application, lack of regular maintenance or neglect, accidental damage, malicious damage, misuse, any alteration, tampering or repair carried by a non-competent person.

**The guarantee does not cover:**

- The product, if the factory fitted temperature and pressure relief valve has been tampered with or removed.
- The effects of scale build up or the effects of corrosion.
- Additional costs that result from inadequate access provision such as removal of walls, ceilings, doors, other equipment or damage to decorative finishes, such as tiles, skirting board, door frames etc. Sufficient access is defined as enough space to reach all parts for servicing and maintenance up to and including the full removal and exchange of the cylinder.
- Any consequential losses caused by the failure or malfunction of the product.
- Faults and any associated costs arising from lack of power or water.
- Failure incurred by water contamination, air pollution and natural disasters.
- Installations outside the United Kingdom or Ireland.
- Any consequential loss, loss of profits, revenues or receipts howsoever arising from any non-conformity or defect affecting the product, or from any delay in repair or replacement of the product.
- Any loss or damage caused by delay in conduct of services or supply of parts required to rectify the non-conformity or defect.
- Cost of repair or replacement of any product consumables or decorative finishes, such as filters and casings.

The manufacturer shall not be responsible for any consequential damage, howsoever caused.

This guarantee does not affect any legal rights you may have as a consumer under applicable national legislation governing your purchase of this product.

For installations outside of the United Kingdom or Ireland, please contact the Range Cylinders Customer Service Department.

The manufacturer shall make final determination as to the validity of any guarantee claim, and shall be entitled to charge you all reasonable costs incurred in investigating the claim where no fault is found, or the guarantee claim is rejected in accordance with these conditions.